

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Transport Delivery Apprentice	JEID	
Salary Grade:	Apprenticeship Scale		
Team:	Transport Delivery		
Service Area:	Communities Directorate		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Lead – Transport Operations		
Responsible for:	N/A		

Role Purpose

Assisting with administrative duties as part of the Transport Delivery team, which arranges and manages a network of services and contracts for Home to School, SEND, College, Adult, Public and Concessionary Transport.

To provide efficient and effective administrative support across the Transport Delivery team, subject to conflicting time pressures, providing statutory services and making decisions that have an impact on a considerable budgetary expenditure to WCC. This role will involve building effective relationships with internal colleagues and a range of external stakeholders, and providing proactive and effective support to senior colleagues.

The skills, knowledge and behaviours learned in this role will enable the post-holder to complete a Business Administration apprenticeship qualification.

Role Responsibilities

- Help members of the team answer enquiries from our customers from both inside and outside of the council.
- Support the day-to-day administrative running of the Transport Delivery service
- Work supporting each of the different teams in Transport Delivery, and help run specific projects and pieces of work in each of these area with Senior Colleagues.

- Use Transport Delivery's bespoke database and WCC financial systems to record information, run reports and manage contracts and services.
- To undertake routine financial procedures, including creation of requisitions and purchase orders, authorisation of small amounts of expenditure from agreed budgets and ensuring compliance with all relevant policies and procedures.
- To gather and analyse information and produce summary reports
- Any other general duties as directed by your supervisor and relevant to the role

The apprenticeship will help you develop your skills in:

- Administration
- Financial procedures
- Organisation and planning
- Communications
- Team working
- Independent working and problem solving
- Dealing with customers
- Time management
- Research and analytical skills
- Technical skills around different information and its manipulation
- Information management and compliance skills

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

A minimum of five GCSE passes at grade 9 – 4/ A – C or equivalent, including English and Maths	A, I, D
Experience of a range of Microsoft Office systems, including Outlook	A, I
Good literacy and numeracy skills	A, I
The ability to communicate complex information with varied audiences in person and / or in writing	A, I
Be highly motivated and keen to learn and develop new skills and knowledge in a professional environment	A, I
Ability to work with others and be part of a team	A, I
Ability to use initiative and work on own for periods of time	A, I
To be able to independently interpret and analyse information to solve problems	A, I

The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I
Able to maintain confidentiality & integrity in dealing with information	A, I

Desirable Criteria

Assessed By:

Any relevant work experience in an office or customer service environment	A, I
Knowledge of the work of local authorities	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults

<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	